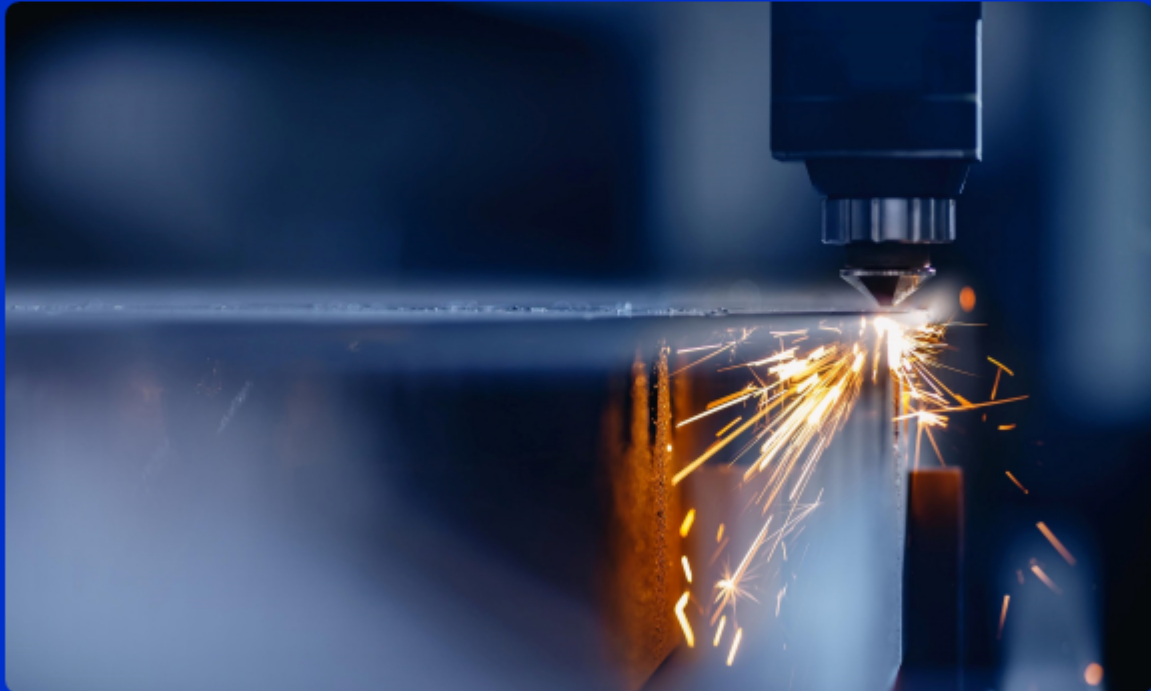


# Payment Gateway

Syspro 8

Reference Guide

Published: May 2026



**syspro**

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# Topic: Payment Gateway

## Exploring

### Where it fits in?

We have integrated a **Payment Gateway** to cater for the growing global demand for self-service and automated payment processes. This facilitates real-time digital payment processing, that not only ensures a seamless and convenient payment experience for end-customers but also empowers Syspro customers with heightened operational efficiencies, expedited collection cycles, and mitigated credit risks.

### Benefits

- Enhanced customer experience  
Provides a seamless and user-friendly payment process that improves satisfaction and encourages timely payments from end-customers.
- Operational efficiency and cost savings  
Reduces manual processing time and administrative overhead, leading to increased efficiency and lower operational costs.
- Accelerated cash flow and reduced credit risk  
Offers flexible payment options that facilitate quicker settlements, shortening the collection cycle and minimizing exposure to credit risk.

### Functionality

#### Standard Payment Process:

- Enables end-customers to settle outstanding invoices via a digital payment platform.
- Syspro Sales Orders and Accounts Receivable processes are adapted to trigger payment requests against sales invoices in the Payment Gateway.
- Instantaneous registration of payment requests through seamless integration between Syspro and the **Payment Gateway**.
- Payments can be executed immediately by the Syspro operator or later by the end-customer.
- Upon successful payment, the corresponding invoice balance in Syspro is automatically updated.

#### Reserve Payment Process:

- Allows reservation of funds on an end-customer's credit card against an open sales order or invoice.
- Syspro Sales Orders processes are adapted to trigger reservation requests in the **Payment Gateway**.
- Reservation requests are registered instantly through seamless integration between Syspro and

- the **Payment Gateway**.
- Reservations can be executed immediately by the Syspro operator or later by the end-customer, securing funds on the credit card.

Batch Settlement Process:

- When the **BATCH SETTLEMENT OF PAYMENT TRANSACTIONS** setup option is enabled, successful PayThem payments are held as pending and posted to customer invoices only once you confirm them against your bank statement using the **Digital Payment Batch Settlements<sup>1</sup>** program.

## Navigation

The programs related to this feature are accessed from the **Program List** of the Syspro menu:

- *Program List > Accounts Receivable*
- *Program List > Sales Orders*

## Terminology

### ISO currency

An ISO currency is defined and standardized by the **International Organization for Standardization (ISO)** under the **ISO 4217** standard. This standard assigns three-letter codes to currencies used around the world to ensure consistency and avoid confusion in international transactions.

The first two letters usually represent the country code (based on **ISO 3166**) and the third letter typically represents the currency name.

#### FOR EXAMPLE:

USD = United States Dollar

ZAR = South African Rand

### Payment currency

In **Accounts Payable**, the payment currency is the currency used to pay the supplier.

In **Accounts Receivable**, the payment currency is the currency the customer uses to pay the company.

This currency may differ from the customer/supplier currency and company currency, in which case it is converted using the currency exchange rate as at the date and time of the transaction.

<sup>1</sup>Program: ARSPBS

## Payment gateway

A payment gateway is a secure technology platform that facilitates the transfer of payment information between a customer, a merchant, and the financial institutions involved in a transaction. It acts as a digital bridge, authorizing and processing payments made through various channels (credit cards, debit cards, or digital wallets) by encrypting sensitive data and ensuring compliance with security standards.

In essence, it enables businesses to accept electronic payments safely and efficiently, whether online, in-store, or through integrated enterprise systems.

## Payment request

A **Payment Gateway** payment request is a tool that allows you to request a payment from an individual or a company. You can link it to one or more transactions, or even associate it with an account, like when you need to collect a deposit. The flexibility allows you to create multiple payment requests related to the same set of transactions.

A payment request consists of the following:

- Default name, address and email of the customer
- Details on one or more transactions that need to be paid
- An optional amount to pay against each transaction

Each payment request is represented by a unique URL that can be emailed to your customer.

### FOR EXAMPLE:

```
https://payments.paythem.co/pr/qCPkbgGecGZ0H2L0UUF9_JscaPz4CeMb_  
Edhn3sGOYLj1rsSFI5nz-5-p3z15C34
```

## Payment request allocation

When a **Payment Gateway** payment is received for a payment request, that payment is matched up with the associated transaction. This ensures that the payment is allocated correctly. In case a customer tries to make another payment for the same transaction through a different payment request, our system is intelligent enough to handle it seamlessly. It will only permit payments for any remaining amounts that are due, preventing double payments for the same transaction.

# Starting

## Prerequisites

To use this feature, these components must be installed using the [Syspro Installer Application](#):

1. Syspro 8 Connector Gateway API Service
2. Syspro Application Gateway Service



- When installing the Syspro Application Gateway Service you are prompted to supply a valid gateway endpoint and authentication key before you can continue installing [Syspro 8 2025](#).
- The endpoint of the **Syspro Application Gateway Service** must be configured using the **Setup Options<sup>1</sup>** program (*Setup Options > System Setup > Connectivity*).
- The Payment Gateway and the services required to run it can be located on different machines.

To use this feature, the following must be enabled in your browser:

- Allow Pop-Ups

Pop-ups must be allowed in your browser settings for the Syspro website to ensure the PayThem **Payment** window launches correctly from the [Syspro Web UI \(Avanti\)](#).



If pop-ups are blocked, the **Payment** window will not appear, and the system may seem unresponsive.

To use this feature, the following setup option(s) must be enabled/defined:

*Setup Options > System Setup > Connector Gateway*

- Administration configuration
  - Connector Gateway service

Select **Test connection** to verify that the connection to the **Syspro 8 Connector Gateway API Service** is successful.



If errors are reported on first-time install, restart, or after an endpoint change, please give it a minute before attempting further troubleshooting.

<sup>1</sup>Program: IMPCFG

- Payment Gateway configuration
  - Enabled
  - Payment Gateway



- This must be defined as **PayThem**, which is the only payment gateway available currently.
- Select **Run setup** to launch the **Payment Gateway Setup**<sup>1</sup> program that lets you configure the selected **Payment Gateway**.

## Licensing

To use this feature, the following must be installed according to the terms of your software license agreement:

- PayThem Payment Gateway

## Security

You can secure this feature by implementing a range of controls against the affected programs. Although not all these controls are applicable to each feature, they include the following:

- You restrict operator access to *activities* within a program using the [Operator Maintenance](#) program.
- You can restrict operator access to the *fields* within a program (configured using the [Operator Maintenance](#) program).
- You can restrict operator access to *functions* within a program using passwords (configured using the [Password Definition](#) program). When defined, the password must be entered before you can access the function.
- You can restrict access to the eSignature *transactions* within a program at operator, group, role or company level (configured using the [Electronic Signature Configuration Setup](#) program). Electronic Signatures provide security access, transaction logging and event triggering that gives you greater control over your system changes.
- You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the [Operator Groups](#) program).
- You can restrict operator access to *programs* by assigning them to roles and applying access control against the role (configured using the [Role Management](#) program).

<sup>1</sup>Program: IMPPGD

## Restrictions and Limits

- The **Payment Gateway** license is restricted to a single environment configuration at a time. This means it cannot be simultaneously applied across multiple environments.
- Partial payments with discounts are not supported.

If the operator selects to partially pay an invoice using the **AR Payment Run** program *and* enters a discount amount, the discount amount will be disregarded. As a result, the customer will be expected to settle the gross amount.



This limitation will be addressed in the life of Syspro 8 2025.

# Solving

## System messages

### Error messages

#### The server took too long to respond

##### Cause

This notification is displayed when you are trying to access the [Syspro Web UI \(Avanti\)](#) (e.g. by previewing a document) .

The notification is displayed because the web application is configured to only accept connections from the local machine. While it works as expected when accessed from within the VM, external access attempts fail due to the Gateway ports (30800 & 30801) not being configured in Azure.

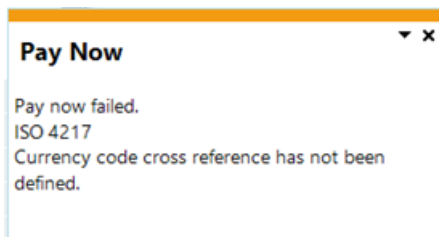
##### Solution

The Gateway ports (30800 & 30801) must be configured in Azure when the virtual machines are hosted in Azure to allow traffic to flow to and from external sources.

If the required ports are not configured, the application won't be able to communicate with public endpoints or external services, which can cause specific features or functions to fail.

## Warning messages

### Pay Now



##### Cause

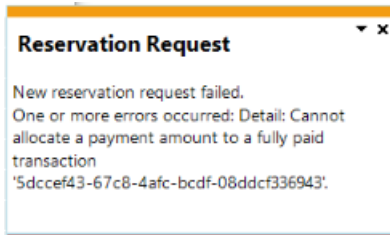
This notification is displayed in the [Sales Order Entry](#) or [Dispatch Note Maintenance](#) program when printing the invoice or dispatch note and the cross-reference between the ISO currency and the currency created within Syspro has not been established.

##### Solution

Assign an ISO currency to the payment currency created within Syspro using the [ISO Currency Cross Reference<sup>1</sup>](#) program.

<sup>1</sup>Program: IMPISC

## Reservation Request



### Cause

This notification is displayed in the [Sales Order Entry](#) program when you have printed the invoice for which funds were reserved and the full quantity wasn't shipped or invoiced.

The **Consume Reserved Funds** informational message was displayed where you have selected **Yes** to create a transaction for the outstanding amount, i.e. re-reserving the remaining funds for the outstanding quantity.

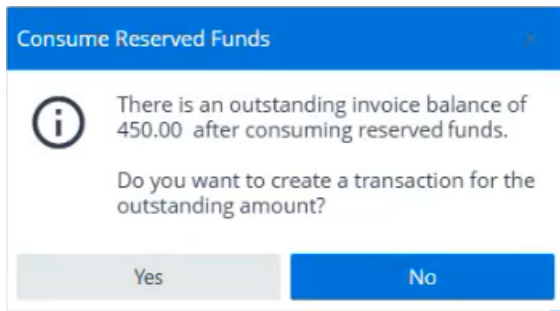
### Solution

Follow these steps to create a new transaction for the outstanding amount:

1. Maintain the sales order in the [Sales Order Entry](#) program.
2. End the order.  
The **Digital Payment Reservation** window will be displayed.
3. Select **Reservation request** to reserve the remaining funds for the outstanding quantity.

## Informational messages

### Consume Reserve Funds



#### Cause

This notification is displayed in the [Sales Order Entry](#) program after printing the invoice for which funds were reserved and the full quantity wasn't shipped or invoiced, i.e. the order quantity was reduced.

#### Solution

Select **Yes** to create a transaction for the outstanding amount, i.e. re-reserve the remaining funds for the outstanding quantity.

Select **No** to release the remaining funds. You will then be prompted to reserve the funds when maintaining the sales order to ship the outstanding quantity.



In some cases, a **Reservation Request** error may be displayed after selecting **Yes** to create a transaction. Please refer to the [workaround](#) for steps to resolve this.

## FAQs

### Payment and error notifications

#### Where can I view the PayThem notification attempts?

1. Access the PayThem portal.
2. Navigate to **Web Hooks**.
3. Select the endpoint.

A **Message Attempts** listview is displayed with logs of successful and unsuccessful notification attempts made to the Syspro **Payment Gateway**.

4. You can filter on logs or list them according to status by selecting the **All**, **Succeeded** and **Failed** options.
5. Select and expand a failed attempt to view the **HTTP response code** which will give you an indication why the notification attempt failed.

#### Why have payment notification attempts failed?

This may be due to a number of reasons.

- The **Signing secret** may need to be updated if it was refreshed in the **PayThem** portal. If you refresh the secret in the portal by selecting **Rotate secret** from the drop-down arrow next to the **Signing Secret** field, then you must copy the new signing secret to the **Payment Gateway Setup<sup>1</sup>** program to ensure that you continue receiving payment notifications.
- You can [view the PayThem notification attempts](#) and expand a failed attempt to view the **HTTP response code** which will give you an indication why the notification attempt failed.

If a 401 (Unauthorized) error is displayed against the notification attempt, the **Signing secret** may need to be updated.



If you refresh the secret in the portal by selecting **Rotate secret** from the drop-down arrow next to the **Signing Secret** field, then you must copy the new signing secret to the **Payment Gateway Setup<sup>2</sup>** program to ensure that you continue receiving payment notifications.

#### Why am I receiving errors about my PayThem tenant when processing digital payments?

This may be due to an incorrect or incomplete setup of the **Payment Gateway**.

1. Access the **Payment Gateway Setup<sup>3</sup>** program by selecting the **RUN SETUP** option within the **Setup Options<sup>4</sup>** program (*Setup Options > System Setup > Connector Gateway*).

This compares the Syspro Payment Gateway setup options with the **PayThem** portal information.

<sup>1</sup>Program: IMPPGD

<sup>2</sup>Program: IMPPGD

<sup>3</sup>Program: IMPPGD

<sup>4</sup>Program: IMPCFG

2. Follow these setups to ensure that the **Payment Gateway** delivers the expected results:

i. Enter the API key that you generated in the **PayThem** portal at the **API key** field.



You can view the key by selecting **API Keys** in the portal's navigation panel but, once generated, it can't be viewed in full again.

ii. Enter your company ID in the **PayThem** portal at the **Subscription ID** field.

You can obtain the company ID by selecting the **User** icon in the **PayThem** portal > **Settings** > **Company ID**.

iii. Enter the Syspro company IDs in the **PayThem dataset ID** column in the listview.

You can obtain the company IDs by selecting **Companies** in the navigation panel of the **PayThem** portal and copying the number in the **ID** column for one of your companies.

iv. Select the **Generate Webhook** hyperlink.



- You only have to generate a webhook once, as only one SYSPRO webhook can be created.
- A message is displayed that states that the SYSPRO webhook for PayThem was successfully created.

v. Enter the signing secret at the **Webhook secret** field.

You can obtain the signing secret by selecting **Web Hooks** in the navigation panel of the **PayThem** portal, clicking on the company and then selecting the **Show/Hide eye** icon at the **Signing Secret** field to reveal and copy the code.



If you refresh the secret in the portal by selecting **Rotate secret** from the drop-down arrow next to the **Signing Secret** field, then you must copy the new signing secret to the **Payment Gateway Setup**<sup>1</sup> program to ensure that you continue receiving payment notifications.

vi. Save your changes.

<sup>1</sup>Program: IMPPGD

## Processing digital payments

### Which bank is used when posting digital payments using the Payment Gateway?

There are two setup options that determine to which bank the payment will be posted when processing payments from the **Payment Gateway**:

- The bank account defined against to each customer using the **Customers** program.
- The default bank account for the Connector Gateway operator defined at the **Bank** field using the **Operator Maintenance** program.



If banks are defined at both customer and operator level, then the bank defined within the **Customers** program takes precedence.

### Why can't I see that a payment has been reserved against a sales order?

If you are reserving a payment against a sales order, the payment record itself can't be displayed in the **Customer Query** program, because the funds have only been reserved and not actually paid at time of sales order entry. You will see a payment record against the customer once the sales order is invoiced, as the reservation is then automatically consumed and the funds paid.

You can, however, view the status of **RESERVED** and the amount requested at the **Payment request status** and **Payment request amount** fields in the **Order header details** pane within the **Customer Query** program.

### Why are payments not posting automatically against invoices?

When the **BATCH SETTLEMENT OF PAYMENT TRANSACTIONS** setup option is enabled, digital batch payments are intentionally not posted automatically. The transaction is held in the **ArBatchSettTrans** table until confirming the settlement using the **Digital Payment Batch Settlements<sup>1</sup>** program (*Program List > Accounts Receivable > Transaction Processing*).

### How do I record and configure the system for credit card surcharges or fees?

Follow these steps to record card fees:

1. Capture the payment in Syspro.

When a customer pays via the gateway, the full gross sales amount is recorded, (i.e. not the net amount after fees).

#### FOR EXAMPLE:

If the customer pays R1,000 with AMEX, you record R1,000 as the payment against the invoice.

2. Record the merchant fee in Syspro.

The payment processor (e.g. TranSafe) sends a settlement report with a breakdown by card type

<sup>1</sup>Program: ARSPBS

(e.g., Visa 2%, AMEX 3.5%) directly to the Syspro business.

The merchant fee is posted as an expense to a specific GL account (e.g. **Merchant Fees - AMEX** or **Merchant Fees - Visa**).

Follow these steps to configure this in Syspro:

1. Set up the integration so that the payment transactions are posted to a Payment Gateway Cash Book.

You do this by specifying a Payment Gateway bank account against the customer at the **Bank** field within in **Customers** program.

2. When you receive the settlement report, use the **Cash Book Deposits and Withdrawals** program to do the following:

- a. Record merchant fees

Process a withdrawal from the Payment Gateway cash book to the relevant expense GL account for the merchant (credit card) fees.

- b. Record incoming funds

Process an immediate transfer from the Payment Gateway cash book to the bank account that receives the actual deposit, reflecting the cash inflow.



This allows you to use the Payment Gateway Cash Book to monitor the accuracy and validity of merchant fees charged.

## What is Level 2 and Level 3 data and why does it matter?

Credit card transactions can be processed at three levels, depending on how much information is sent to the card network at the time of authorization. Level 1 typically carries the basics, and is the standard for business-to-consumer (B2C) transactions. Level 2 adds tax and customer data, and is associated with business-to-business (B2B) transactions, and Level 3 adds full line-item details, such as product description, quantity, unit price, etc.

Before **Syspro 8 2026 R1** we processed card transaction using only Level 1, which were enough to authorize the transaction, but nothing more.

With the **Syspro 8 2026 R1** release the Payment Gateway automatically enriches every digital payment with the Level 2 and Level 3 data which it derives from underlying sales order, invoice and customer records.

### Why this matters?

- Lower inter-charge fees on commercial card transactions.
- Compliance with the Visa Commercial Enhanced Data Program (CEDP)
- Better reporting back from the payment processor and the cardholder.

### What the customer needs to do to benefit

Nothing needs to change in the Payment Gateway. The data is sent automatically from existing data. However, the data quality in the source records matter. Customers should ensure that:

- Customer records have a complete billing address.
- Sales Orders carry a real Ship-to address, not a placeholder.
- Every stock line has a meaningful description, stock code, product class, quantity, unit of measure, and unit price - these are all already mandatory for normal *Syspro 8 2026 R1* processing.

## Connectivity and Passwords

### How can I reset my password for the PayThem portal?

If you forget your password, you need to with Syspro. The support team will send you a new password via email.

If you forget your **PayThem** password, please [log a support ticket](#) with Syspro. The support team will issue a new password via email.

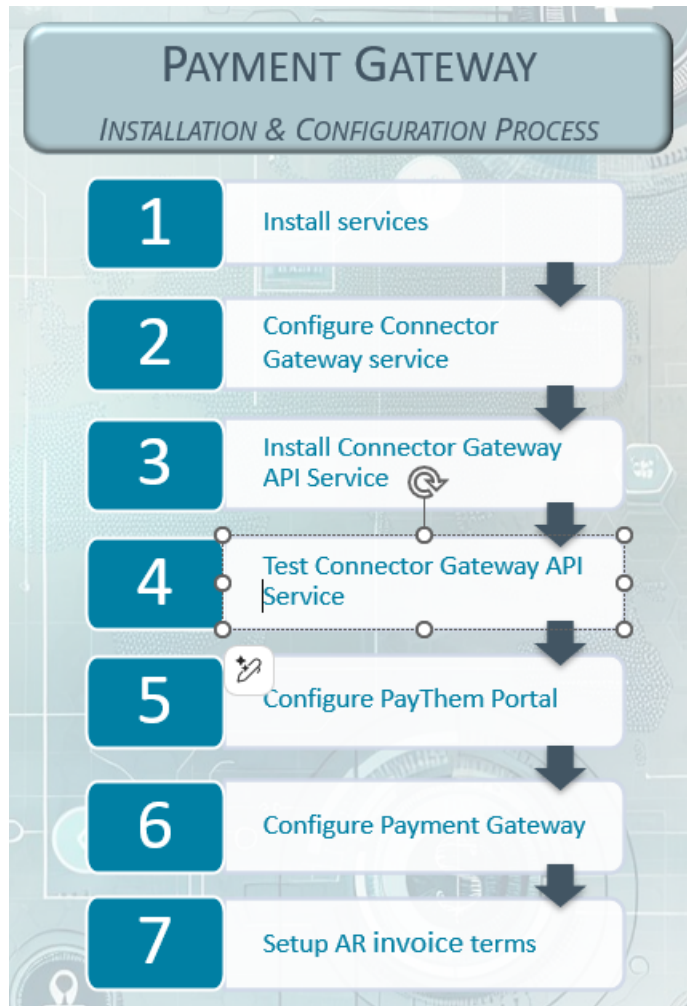


In future releases, a password reset link will be available directly on the login screen.

# Using

## Process

### Installation and Configuration Process



1. Install the following services using the [Syspro Installer](#), then configure them using the **Setup Options<sup>1</sup>** program.
  - **Syspro Application Gateway Service** (*Setup Options > System Setup > Connectivity*)  
Test the connection after configuring the service.
  - **Syspro 8 e.NET Communications Load Balancer** (*Setup Options > System Setup > E.Net Service Details*).

<sup>1</sup>Program: IMPCFG



- Ensure that the services are healthy.
- This step is only necessary if these service haven't been installed previously.

2. Configure the **Syspro 8 Connector Gateway API Service** using the **Setup Options<sup>1</sup>** program (*Setup Options > System Setup > Connector Gateway*):

- a. Enter the endpoint for service at the **CONNECTOR GATEWAY SERVICE** setup option, which is typically the following:

**http://machine name:30835/** or **https://machine name:30835/**



This endpoint will be updated and automatically populated after the service is installed.

- b. Select the data center within your specific geographic region at the **REGIONAL CLOUD DATA CENTER** setup option.
- c. At the **PAYMENT GATEWAY CONFIGURATION** section, tick the **ENABLED** field.
- d. Save your changes.

3. Install the **Syspro 8 Connector Gateway API Service** using the **Syspro Installer**.



Wait approximately one minute before proceeding to ensure the service has initialized correctly.

4. Test the **Syspro 8 Connector Gateway API Service** using the **TEST CONNECTION** option **Setup Options<sup>2</sup>** program (*Setup Options > System Setup > Connector Gateway*)

5. Access the **PayThem** portal using the link received via email after the license has been issued. Configure the following by using the icons in the navigation panel:

- a. Select **Companies** in the navigation panel to add all the companies that will use the Payment Gateway.
- b. Select **Company Settings** in the navigation panel to add the company details.
- c. Select **Payment Providers** in the navigation panel to add the payment methods.
- d. Select **Users** in the navigation panel to add, edit and remove users from **PayThem**.
- e. You can optionally configure **Preferences** and **Notifications**.
- f. Select **API Keys** in the navigation panel and generate an API key.  
Copy the generated API key and save it so you can easily access this again.

<sup>1</sup>Program: IMPCFG

<sup>2</sup>Program: IMPCFG



Store the API key securely as it is required during the Payment Gateway setup process. The API keys from the **PayThem** portal can be generated multiple times, but can only be viewed once per generation.

You can view the key by selecting **API Keys** in the portal's navigation panel but, once generated, it can't be viewed in full again.

6. Configure the **Payment Gateway** using the **Setup Options<sup>1</sup>** program (*Setup Options > System Setup > Connector Gateway*):



Ensure that the Syspro Application Gateway Service and Syspro 8 Connector Gateway API Service are running as the verification depends on these services.

- a. The endpoint of Syspro Application Gateway Service that displayed at the **CONNECTOR GATEWAY SERVICE** setup option, is automatically updated after installing the service.
- b. Select **RUN SETUP** to compare the Syspro Payment Gateway setup with the **PayThem** portal information.

The **Payment Gateway Setup<sup>2</sup>** program is displayed.

- i. Enter the API key that you generated in the **PayThem** portal at the **API key** field.



You can view the key by selecting **API Keys** in the portal's navigation panel but, once generated, it can't be viewed in full again.

- ii. Enter your company ID in the **PayThem** portal at the **Subscription ID** field.  
You can obtain the company ID by selecting the **User** icon in the **PayThem** portal > **Settings** > Company ID.
- iii. Enter the Syspro company IDs in the **PayThem dataset ID** column in the listview.  
You can obtain the company IDs by selecting **Companies** in the navigation panel of the **PayThem** portal and copying the number in the **ID** column for one of your companies.
- iv. Select the **Generate Webhook** hyperlink.



- You only have to generate a webhook once, as only one SYSPRO webhook can be created.
- A message is displayed that states that the SYSPRO webhook for PayThem was successfully created.

- v. Enter the signing secret at the **Webhook secret** field.

<sup>1</sup>Program: IMPCFG

<sup>2</sup>Program: IMPPGD

You can obtain the signing secret by selecting **Web Hooks** in the navigation panel of the **PayThem** portal, clicking on the company and then selecting the **Show/Hide eye** icon at the **Signing Secret** field to reveal and copy the code.



If you refresh the secret in the portal by selecting **Rotate secret** from the drop-down arrow next to the **Signing Secret** field, then you must copy the new signing secret to the **Payment Gateway Setup<sup>1</sup>** program to ensure that you continue receiving payment notifications.

vi. Save your changes.

7. Setup the invoice terms for digital payments using the **AR Invoice Terms** program.

<sup>1</sup>Program: IMPPGD

## Affected programs

The following indicates areas in the product that may be affected by implementing this feature:

### Setup programs

#### Payment Gateway Setup

Accessible from the **RUN SETUP** hyperlink that is displayed at the **CONNECTOR GATEWAY SERVICE** setup option within the **Setup Options<sup>1</sup>** program (Setup Options > System Setup > Connector Gateway)

This program lets you compare the Syspro **Payment Gateway** setup with the **PayThem** portal information.

We added the **Digital payments** section that lets you define invoice terms used for digital payment runs and sales order reservations.

#### AR Invoice Terms

*Program List > Accounts Receivable > Setup*

This program lets you define the default settlement discount you want to extend to a customer whose payments are made within a prescribed period of time and to define when an invoice becomes due for payment.

We added the **Digital payments** section that lets you define invoice terms used for digital payment runs and sales order reservations.

#### Customers

*Program List > Accounts Receivable > Setup*

You use this program to capture and maintain details of customers required within the system. The information captured is also used in the **Customer Query** program.



When customer details are updated and a corresponding **PayThem** account exist, the details will be pushed to **PayThem** automatically.

For this enhancement, we added the **Bank** field that lets you select the bank that will take the payment from the customer using the **Payment Gateway**. This is typically used when a specific bank is used per customer for digital payments.



The **Bank** field is not displayed by default and can be added by doing the following:

- In the **Syspro Desktop** you can select it from the **Show Captions** function that is available when selecting the context-sensitive menu by right-clicking in the **Customer Details** pane.
- In the **Syspro Web UI (Avanti)** you can add it by selecting **Design Web view** at the **Customize** gear icon. In the **Add new data widget** screen do the following:

<sup>1</sup>Program: IMPCFG



- □ Select the **Add new** icon in the **Customer Details** pane.
- Select the **Entry fields** option and click on **Customer Details**.
- Select the **Bank** field and click on **Add field**.
- Place the field on the **Customer Details** pane.

## Dispatch Note Maintenance

*Program List > Sales Orders > Dispatch Notes > Transaction Processing*

This program lets you maintain dispatch notes. A dispatch note can be created when you end a sales order. Once created, the dispatch note may need to be changed, possibly at the request of the customer, or perhaps because you need to add freight or miscellaneous charges to the dispatch.

For this enhancement, we added the following:

- If the invoice term is defined as **Available for digital payments** within the **AR Invoice Terms** program, the **Digital Payment Reservation** message box is displayed when ending the order, allowing you to pay or reserve the invoice amount.
  - If **At sales order entry** or **Only when ready to invoice** is selected at the **Payment reservation options** field, then you have the option to select **Reservation request** or **Reserve now**.
  - If **None** is selected at the **Payment reservation options** field, then you have the option to select **Payment request** or **Pay now**.
- If you select **Reservation request** or **Payment request** at the **Digital Payment Reservation** message box, then the payment request URL can be displayed on the order acknowledgment or invoice for processing at a later stage.



- To display the URL, it must be manually added onto the stationery or document template using the **SRS Document Templates Maintenance<sup>1</sup>** or **Maintain SRS Document Templates<sup>2</sup>** program).
- You can also action the payment from the **Sales Orders** and **Invoices** listviews within the **Customer Query** program.

- If you select **Reserve now** or **Pay now** at the **Digital Payment Reservation** message box, then the browser with the URL is displayed to process the reservation or payment immediately.
- The **Show** hyperlink on the **Reprint Document** window launches the **SRS Report Queue** program from where you can open the invoice by selecting the **Preview** hyperlink.

<sup>1</sup>Program: SRSPMT

<sup>2</sup>Program: SRSPM2

## ISO Currency Cross Reference

*Program List > Accounts Receivable > Setup*

This program lets you assign an ISO currency to currencies created within Syspro using the [Currency Maintenance](#) program.

## Transaction Processing programs

### Sales Order Entry

*Program List > Sales Orders > Sales Order Processing*

This program lets you record and maintain various types of sales orders.

For this enhancement, we added the following:

- If the invoice term is defined as **Available for digital payments** within the [AR Invoice Terms](#) program, the **Digital Payment Reservation** message box is displayed when ending the order, allowing you to pay or reserve the invoice amount.
  - If **At sales order entry** or **Only when ready to invoice** is selected at the **Payment reservation options** field, then you have the option to select **Reservation request** or **Reserve now**.
  - If **None** is selected at the **Payment reservation options** field, then you have the option to select **Payment request** or **Pay now**.
- If you select **Reservation request** or **Payment request** at the **Digital Payment Reservation** message box, then the payment request URL can be displayed on the order acknowledgment or invoice for processing at a later stage.



- To display the URL, it must be manually added onto the stationery or document template using the [SRS Document Templates Maintenance<sup>1</sup>](#) or [Maintain SRS Document Templates<sup>2</sup>](#) program).
- You can also action the payment from the **Sales Orders** and **Invoices** listviews within the [Customer Query](#) program.

- If you select **Reserve now** or **Pay now** at the **Digital Payment Reservation** message box, then the browser with the URL is displayed to process the reservation or payment immediately.
- When you select to print the invoice, the **Digital Payments** window is displayed where you can select the payment or reservation request. Once you close the **Digital Payments** window, the **Reprint Document** window launches where you can select the **Show** hyperlink at the **Document print queue** field to view the invoice containing the embedded payment request URL.

## AR Payment Run

*Program List > Accounts Receivable > Transaction Processing*

This program lets you capture payments for multiple customers in one payment run.

<sup>1</sup>Program: SRSPMT

<sup>2</sup>Program: SRSPM2

For this enhancement, we added the following:

- A **Digital payment** option at the **Payment type** field lets you indicate that you are creating a payment run for digital payments. Once this check box is enabled, you can only add a single customer to the payment run.
- A **Digital Payment** drop-down with the option to request a payment, make a payment, cancel a payment request and refresh the payment status.
- A status of **5 - PAYMENT PENDING** indicates that the payment has been initiated but is not fully processed or confirmed yet. This status is only used for digital payments.

## Utility programs

### Repair System Data

*Program List > Utilities*

The **Repair System Data**<sup>1</sup> utility runs various update facilities to refresh system information in **Microsoft SQL Server**.

For this enhancement, we added the **Currencies** check box that lets you import ISO 4217 currency data and generate a list of ISO currencies that must be used when linking these to existing Syspro currencies using the **ISO Currency Cross Reference**<sup>2</sup> program.

## Batch programs

### Sales Order Batch Invoicing

*Program List > Sales Orders > Sales Order Processing*

This program lets you generate sales order documentation in batch mode.

For this enhancement, we added the **Process digital payments** in the **Report options** pane that lets you process a batch of digital payment requests. You can then view the payment request by selecting the **Preview** hyperlink against the invoice using the **SRS Report Queue** program.



The document preview functionality is always disabled when generating and processing digital payments in batch mode, as a separate window would have to be launched for every document.

## Report and Update

### AR Bank Deposit Slip

*Program List > Accounts Receivable > Transaction Processing*

This program lets you post payments directly into the **Cash Book**, or generate source documents to manually post payments into the **Cash Book**.

For this enhancement, we added a separate entry for digital payments in the **Deposit Slip** and **Deposit Slip - Details** panes.

<sup>1</sup>Program: IMPRBO

<sup>2</sup>Program: IMPISC

## Query programs

### Payment Gateway Interface Log

*Program List > Accounts Receivable*

This program lets you view the digital payments that have been processed and recorded in the [AdmPayGateRequest](#) table.

You can select the **Details** hyperlink at the **Connector gateway** column to launch the **Connector Gateway Query<sup>1</sup>** program.

### Digital Payment Run Query

*Accessible from the **Show** hyperlink at the **Digital payments** field within the **Customer Query** program.*

This program lets you view digital payment run details within the [Accounts Receivable](#) module.

### Connector Gateway Query

*Accessible from the **Details** hyperlink at the **Connector gateway** column within the **Payment Gateway Interface Log<sup>2</sup>** program.*

This program lets you view API requests made by the **Syspro 8 Connector Gateway API Service**.

### Customer Query

*Program List > Accounts Receivable*

This program lets you view data relating to your customers in the [Accounts Receivable](#) module.

For this enhancement, we added the functionality:

- You can launch the **Digital Payment Run Query<sup>3</sup>** program from the **Query** menu in the [Syspro Desktop](#) or **Linked views** section in the [Syspro Web UI \(Avanti\)](#).
- You can process digital payment and reservation requests:
  - From the **Action** hyperlink in the **Digital payment** column of the **Invoices** listview pane. You can either select **Pay now** to process the payment request or **Cancel payment request** to withdraw the payment request.
  - From the **Action** hyperlink in the **Reserve payment** column of the **Sales Orders** listview pane. You can either select **Reserve now** to process the reservation or **Cancel reserve payment** to withdraw the payment reservation.



Use the **Field Chooser** option from the context-sensitive menu to add the **Digital payment** and **Reserve payment** columns to the listview.

<sup>1</sup>Program: IMPDCG

<sup>2</sup>Program: ARSPGL

<sup>3</sup>Program: ARSPPQ

- You can view digital payments and reservations for a Sales Order:
  - From the **Show** hyperlink in the **Digital payment details** column of the **Sales Orders** listview.

## Sales Order Query

*Program List > Sales Orders*

This program lets you view the latest information for sales orders captured or maintained.

For this enhancement, we added the **Digital payment details** section where the payment request status and amounts are displayed.



The **Digital payment details** section is not displayed by default and can be added by doing the following:

- In the **Syspro Desktop** you can select it from the **Show Captions** function that is available when selecting the context-sensitive menu by right-clicking in the **Customer Details** pane.
- In the **Syspro Web UI (Avanti)** you can add it by selecting **Design Web view** at the **Customize** gear icon and then selecting **Add new**.

## Dispatch Note Query

*Program List > Sales Orders > Dispatch Notes*

This program lets you view dispatch note and dispatch invoice information, typically to track the status of a dispatch note.

For this enhancement, we added the **Digital payment details** section where the payment request status and amounts are displayed.



The **Digital payment details** section is not displayed by default and can be added by doing the following:

- In the **Syspro Desktop** you can select it from the **Show Captions** function that is available when selecting the context-sensitive menu by right-clicking in the **Customer Details** pane.
- In the **Syspro Web UI (Avanti)** you can add it by selecting **Design Web view** at the **Customize** gear icon and then selecting **Add new**.

## Digital Payment Batch Settlements

*Program List > Accounts Receivable > Transaction Processing*

This program lets you manually settle digital batch payment transactions received through the Payment Gateway (and paid via PayThem) against your customer's Accounts Receivable invoices.

When the **BATCH SETTLEMENT OF PAYMENT TRANSACTIONS** setup option is enabled, successful PayThem payments are held as pending and posted to customer invoices only once you confirm them against your bank statement using this program.

## Affected business objects

The following indicates the business objects that are affected by this feature:

### Setup objects

#### AR Invoice Terms Maintenance

The **AR INVOICE TERMS MAINTENANCE**<sup>1</sup> business object lets you add, update and delete AR invoice terms.

### Transaction objects

#### COM Import Programs, Activities and Esig

The **COM IMPORT PROGRAMS, ACTIVITIES AND ESIG**<sup>2</sup> business object lets you upload standard and custom tiles to the system-wide database. This is done as part of the minor database release.

#### AR to Cash Book Integration Posting

The **AR TO CASH BOOK INTEGRATION POSTING**<sup>3</sup> business object lets you integrate AR Payments directly into the *Cash Book*. It emulates all the integration functionality provided in [AR Bank Deposit Slip](#) except producing a printed bank deposit slip.

#### AR Payments and Adjustments

The **AR PAYMENTS AND ADJUSTMENTS**<sup>4</sup> business object is used to post payments and adjustments against *Accounts Receivable* invoices for Syspro customers and to post miscellaneous receipts (not linked to a specific customer or invoice).

#### SO Sales Order Import

The **SO SALES ORDER IMPORT**<sup>5</sup> business object lets you add a new sales order and change or cancel an existing sales order.

Multiple orders can be passed to this object with any combination of the add, cancel and change requests. The input for each order is made up of header information and individual detail lines.

#### SO Change Order Status

The **SO CHANGE ORDER STATUS**<sup>6</sup> business object lets you update the order status of existing sales orders.

#### Dispatch note creation from Sales Order

The **DISPATCH NOTE CREATION FROM SALES ORDER**<sup>7</sup> business object lets you create dispatch notes from sales orders.

<sup>1</sup>Business object: ARSSIT

<sup>2</sup>Business object: COMTII

<sup>3</sup>Business object: ARSTCI

<sup>4</sup>Business object: ARSTPY

<sup>5</sup>Business object: SORTOI

<sup>6</sup>Business object: SORTOS

<sup>7</sup>Business object: SORTDN

## SO Change Dispatch Status

The **SO CHANGE DISPATCH STATUS**<sup>1</sup> business object lets you change the status of a dispatch note.

## SO Invoice Calculation from Sales Order

The **SO INVOICE CALCULATION FROM SALES ORDER**<sup>2</sup> business object lets you process the sales orders that are created using the **SO SALES ORDER IMPORT**<sup>3</sup> or the [Sales Order Entry](#) program.

## SO Dispatch Invoice Calculation

The **SO DISPATCH INVOICE CALCULATION**<sup>4</sup> business object lets you invoice the dispatch notes that are created using the **DISPATCH NOTE CREATION FROM SALES ORDER**<sup>5</sup> business object or the [Dispatch Note Review](#) program.

## SO Dispatch Note Consolidation

The **SO DISPATCH NOTE CONSOLIDATION**<sup>6</sup> business object lets you consolidate dispatch notes for invoicing.

## SO Order or Order Line Cancel

The **SO ORDER OR ORDER LINE CANCEL**<sup>7</sup> business object lets you process sales orders.

## SO Dispatch Note Cancel

The **SO DISPATCH NOTE CANCEL**<sup>8</sup> business object lets you process dispatch notes.

## Query objects

### SO Sales Order Query

The **SO SALES ORDER QUERY**<sup>9</sup> business object lets you query a sales order number or a specific sales order / invoice number combination and returns sales order header and detail line information. Archived sales orders can't be queried.

### Customer Query

The **CUSTOMER QUERY**<sup>10</sup> business object lets you view information held against a customer in the Accounts Receivable module.

## SO Dispatch Notes

The **SO DISPATCH NOTES**<sup>11</sup> business object lets you query dispatch note details.

<sup>1</sup>Business object: SORTDS

<sup>2</sup>Business object: SORTIC

<sup>3</sup>Business object: SORTOI

<sup>4</sup>Business object: SORTNC

<sup>5</sup>Business object: SORTDN

<sup>6</sup>Business object: SORTCD

<sup>7</sup>Business object: SORTOX

<sup>8</sup>Business object: SORTDC

<sup>9</sup>Business object: SORQRY

<sup>10</sup>Business object: ARSQRY

<sup>11</sup>Business object: SORQ31

## SO List Dispatch Notes

The **SO LIST DISPATCH NOTES**<sup>1</sup> business object returns a list of selected dispatch notes when producing multiple deliveries against a sales order without producing an invoice after each delivery.

<sup>1</sup>Business object: SORQDL

# Using the PayThem Portal

This section provides a comprehensive guide to configuring and customizing your **PayThem** portal, covering all available settings to help you tailor the platform to your business needs.

## Payments

### Payment editing



This functionality is not available for *Syspro 8 2025*

## Admin Portal

### Basics

#### Working with lists

The **PayThem** portal uses a common list control to display lists of items. This page provides information on how to use the list controls.

#### Navigation

- You can navigate through the list using the page controls at the bottom.
  - You can scroll through the list by clicking the arrows (> and <) or jump to a specific page by entering the page number.
 

Clicking the << arrows takes you to the first page, and clicking >> takes you to the last page.
  - You can change how many items are displayed on each page by selecting a value from the **Results per page** drop-down.

#### Sorting and filtering

- To sort a column in ascending order, click on the column name. If the column is already sorted by that column, clicking again will sort it in descending order. The current sort column is indicated by a small up/down arrows icon.
- If filters are enabled on a list, a small filter box will appear underneath the column name. Enter the value you want to filter by and use the drop-down arrow to select how that filter should be applied.

The following are currently available. Note these options depend on the type of data you are filtering.

String Types	Description
Contains	The value in the filter can be found anywhere within the column field.
Does not contain	The value in the filter must not be found anywhere within the column field
Equals	The column field must match exactly with the value in the filter
Does not equal	The column field must not be the value in the filter
Starts with	The column field must begin with the value in the filter
Ends with	The column field must end with the value in the filter
Empty	Not currently supported
Not empty	Not currently supported

Numeric Types	Description
Greater than	The column field must be greater than the value in the filter
Greater than or equal	The column field must be greater than or equal to the value in the filter
Less than	The column field must be less than the value in the filter
Less than or equal	The column field must be less than or equal to the value in the filter
Equals	The column field must match exactly with the value in the filter
Does not equal	The column field must not be the value in the filter
In range	Not currently supported
Not in range	Not currently supported



Column filters, sort orders, and page selections are persisted, which means the list will remember your previous settings if you navigate away from the screen and return to the list later.

## Configuration - Settings

### Company Details

This allows you to enter your own company information. This is shown in on the customer payment screens, to give confidence to your customers that they are paying your company.

To add a company details follow these steps:

1. Launch the [PayThem](#) dashboard.
2. Navigate to **Company Settings**.
3. Enter your company details on the **Company Details** tabs.



When adding a website, the website address must include `http://` or `https://`.

4. The **Level 2&3 Information** tab is specifically for North America. These settings unlock significant cost savings through reduced interchange fees on payment transactions by providing detailed transaction information, such as tax amounts, item descriptions, and customer codes that are captured within the Syspro environment.



When processing digital payments using the **Payment Gateway**, it is mandatory to supply the commodity code against a stock item for a payment transaction to pass the level 2/3 data validation.

This means that one of the following commodity codes must be captured against the stock item on the **Tariff Code** field within the [Sales Order Entry](#) program:

- HS - Harmonized Commodity Description and Coding System
- UNSPSC - United Nations Standard Products and Services Code
- NAICS - North American Industry Classification System
- NAPCS - North American Product Classification System

5. Save your changes.

### Logo customization

These settings allow you to add a logo to your payment web page and confirmation emails.



You need to be an administrator to access settings. If you are not an administrator then this section will not be available to you.

To add or remove a company logo follow these steps:

1. Launch to the [PayThem](#) dashboard.
2. Navigate to **Company Settings**.
3. Click the **Add Logo** option in the **Company Logo** section.

4. A pop up window will appear allowing you to select a logo from your files.
5. Select your logo file then click **Open**.
6. You will return to the **Company Settings** page and your logo will be displayed on screen.
7. Save your changes.
8. To remove the logo, click the **Remove Logo** icon on the top right of the logo in the **Company Logo** section.

## Preferences

This allows you to configure certain preferences that affect the way the application works.



You need to be an administrator to access settings. If you are not an administrator then this section will not be available to you.

To configure the preferences, do the following:

1. Launch to the [PayThem](#) dashboard.
2. Navigate to **Preferences**.
3. In the **Payment Requests** section:
  - a. At the **Default country to display** option, select the country where most of your customers are based.
  - b. The **Allow payers to edit payment amounts** option lets you select whether you want to allow a payer to change the amount to pay for a payment request.
  - c. At the **Usage type** option you can decide if the payment request can be used more than once.
  - d. The **URL link expiration** option lets you customize the expiration time for payment request URLs using these settings. By default, payment request URLs are valid for 3 months. To change this, select an interval of days, weeks, months, or years, and specify the desired amount. If you set the interval to 0, the payment request link will never expire.



We highly recommend that your payment requests have an expiry time.

4. In the **Transactions** section:



This functionality is not available for [Syspro 8 2025](#)

5. Save your changes.

## Notifications

You can configure **PayThem** to send you email notifications when certain events have occurred. These events include:

- **Successful payments**  
An email is sent to all notification users when a payment has been successfully made by the customer.
- **Failed payments**  
An email is sent when a customer has attempted to make a payment but it failed and no payment was taken.
- **Pending payments**  
An email is sent when the customer has made a payment, but it is not yet completed as it may require authorization. The payment could be accepted or reject. Either events will trigger a success or failed payment email.



- Customer notifications are sent automatically.
- All User notifications are deactivated by default.
- Notification settings need to be configured for every company you have set up in **PayThem**.

To configure notifications and add a notification user, do the following:

1. Launch to the **PayThem** dashboard.
2. Navigate to **Notifications**.
3. Enable the events for which you want to receive notifications.
4. Select **Add notification user**.  
The **Add New Notification User** window is displayed.
5. Select whether the new user is a full **PayThem** user or somebody who will receive email notifications.
6. Enter the new user's email address.
7. Select **Add User** to save the new user.

## Users

This allows you to add, edit and remove users from **PayThem**. These users are global users and can access every company you have connected to **PayThem**.



You need to be an administrator to access settings. If you are not an administrator then this section will not be available to you.

To add and maintain users, do the following:

1. Launch to the **PayThem** dashboard.
2. Navigate to **Users**.
3. Select the **New User** button.

The **User Details** window is displayed.

4. Enter the user's name and email address.
5. At the **Role** field you can specify one of the following:

- a. Administrator

This user can view payment requests and transactions, all customer accounts, banks linked to **PayThem** payment plans, settlements and late payments.

This user can configure users, company and payment settings.

- b. Standard user

This user can view payment requests and transactions, all customer accounts, banks linked to **PayThem** payment plans, settlements and late payments.

This user can't configure users, company and payment settings.

- c. Viewer

6. Select the **Invite User** option to send them an email asking them to accept the invitation to be a **PayThem** user.

## Companies

This allows you to setup multiple companies within [PayThem](#).



You need to be an administrator to access settings. If you are not an administrator then this section will not be available to you.

To add a company, do the following:

1. Launch to the [PayThem](#) dashboard.
2. Navigate to **Companies**.
3. Select the **Add Company** button.
4. Enter the name of the company.
5. Optionally enter the company short name and description.
6. Select your currency at the **Base currency** field.
7. At the **ERP/Accounts Details** field, select **SYSPRO**.
8. The **ERP Identifier** and **Custom Identifier** are used to link the [PayThem](#) company to the Syspro company, (i.e. it links the [PayThem](#) dataset to the Syspro dataset).  
You can enter the Syspro company ID (e.g. EDU1) in both fields.  
The **ERP Identifier** is reflected in the **Host ID** column in the **Companies**listview.  
The **Custom Identifier** is reflected in the **Custom ID** column in the **Companies**listview.
9. At the **Create Options** section you can copy settings from an existing company that you can select from the drop-down.
10. Select the **Check box if this is a demo company** if the company you're adding is not a production company.
11. Click on **Add company** to save your changes.  
You will return to the **Companies**listview.
12. You can click on the **Kebab** menu in the **Actions** column of the **Companies**listview to edit or delete the company.

## Configuration - Payment Providers

The portal accept payments using a variety of methods, including credit cards and bank transfers. These payment methods are provided by payment providers, i.e. an external service that processes the actual payment transactions initiated through the [PayThem](#) platform.

To add a payment provider, do the following:

1. Launch to the [PayThem](#) dashboard.
2. Navigate to **Payment Providers**.
3. Select the **New Provider Configuration** button.
4. Select the available payment provider.
5. Enter the name, description and account details.
6. You can select the **Filters** button to filter on currencies for card and bank debit payment methods.
7. Select **Save Changes** to save the payment provider.

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